



STATE OF DELAWARE

**PUBLIC SERVICE COMMISSION**

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June 29, 2016

Avi Keilson  
Tracie Riley  
Residents Energy, LLC  
20 West 3<sup>rd</sup> Street, Suite 10  
Jamestown, NY 14701

**Re: IN THE MATTER OF THE APPLICATION OF RESIDENTS ENERGY, LLC. FOR A CERTIFICATE TO PROVIDE ELECTRIC SUPPLY SERVICES WITHIN THE STATE OF DELAWARE (SUBMITTED JANUARY 6, 2016) - PSC DOCKET NO. 15-1739**

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Mr. Keilson,

The Delaware Public Service Commission ("Commission") is in receipt of the (the "Application") and subsequent filings in support of the Application by Residents Energy, LLC ("Residents" or the "Company" or the "Applicant") for certification to provide electric supply services in Delaware. In order to recommend approval of the Application, additional information is necessary as indicated below. Staff would appreciate a response by **July 8, 2016**, however, 26 *Del. Admin. C.* § 3001 (the "Supplier Rules") section 2.4 provides that incomplete applications will be closed four months after the filing date, which would require a response prior to **May 6, 2016**, **if Staff does not receive a response to this request by the above date this docket will be closed and a new application and payment of the \$750 filing fee would be required.** The responses and verifications can be uploaded as a subsequent filing in DelaFile under Docket No. 15-1739.

During the course of Staff's investigation information regarding several complaints against Residents Energy's parent company IDT Energy, Inc. have come to light, please provide a detailed response to the following questions:

- a) Regarding complaints in Pennsylvania relating to the Company's marketing practices; please describe the Applicant's policies and procedures that will ensure similar issues relating to unauthorized switching ("slamming") don't occur in Delaware?
- b) What training (policies, quality controls, etc.), if any, has the Applicant implemented to ensure that third party vendors follow all rules and regulations regarding marketing practices?

- c) Did IDT Energy, Inc. pay the \$39,000 civil penalty assessed by the Pennsylvania Public Utility Commission in Docket No. M-2013-2314312? If yes, as of what date was the penalty paid in full? If no, please provide an explanation as to why.

Additionally, please provide a detailed response indicating any other outstanding complaints against the Applicant in other jurisdictions.

For your convenience here is a link to the Supplier Rules which can be found on the Commission's website (<http://regulations.delaware.gov/AdminCode/title26/3000/3001.pdf>). Should you have any questions or if I can be of any assistance you may contact me at (302) 736-7534 or by email at [toni.loper@state.de.us](mailto:toni.loper@state.de.us).

Respectfully,

A handwritten signature in black ink, appearing to read "Toni Loper". The signature is fluid and cursive, with the first name "Toni" and last name "Loper" clearly distinguishable.

Toni Loper  
Public Utility Analyst II

CC: Ms. Donna Nickerson, Commission Secretary  
Ms. Malika Davis, Public Utility Analyst